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PROJECT MANAGEMENT AND INFORMATION TECHNOLOGY TEMPLATES

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***A124 - Disaster Recovery Plan Coversheet***

<b>System:</b>	<b>Item Number:</b> A124
<b>Title:</b> Disaster Recovery Plan	
<b>RFP Reference:</b> Section VI.O.6, Section VI.P	
<b>Date of Submission:</b> <ul style="list-style-type: none"><li>• 22 days prior to production implementation</li><li>• Updates as needed</li></ul>	
<b>Distribution:</b> <ul style="list-style-type: none"><li>• CDCR: 1 copy along with a magnetic media containing MS Office format copy</li><li>• V&amp;V: 1 copy along with a magnetic media containing MS Office format copy</li></ul>	
<b>Approval:</b> CDCR written approval is required.	
<b>Comment:</b> Change pages may be delivered upon approval of changes to the requirements until the cumulative total number of change pages reaches 10% of the final submission, upon which the entire document shall be re-issued.	
<b>Preparation Instructions:</b> The Contractor shall provide this document according to the standards defined in the documentation plan.  The deliverable(s) shall include at a minimum the contents of the template in and/or following this coversheet, or equivalent as determined by the Project Director or designee. Providing less information than required in the template or any exceptions shall not be allowed unless advance written permission is obtained from the Project Director or designee.	

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## ***Disaster Recovery Plan Template***

### **1.0 INTRODUCTION**

#### **1.1 Scope**

Define the boundaries of the disaster recovery effort. This would be the areas of interest for operational recovery, backup and recovery, tape management, and contingency planning.

#### **1.2 Purpose**

*The purpose for disaster recovery planning is to assure continuity of computing operations for support of critical applications, produce the greatest benefit from remaining limited resources and achieve a systematic and orderly migration toward the resumption of all computing services within an agency (SAM Section 4843).*

Provide a brief discussion of the need for disaster recovery on this project. Include a brief description of the project and how this plan inter-relates and integrates with the other management plans.

### **2.0 REFERENCES**

#### **2.1 Compliance Documents**

List all State, Departmental, and any other mandated directives, policies, and manuals being used for disaster recovery planning.

#### **2.2 Other Documents**

List any supporting documents that are relevant to disaster recovery.

### **3.0 ORGANIZATION**

#### **3.1 Roles and Responsibilities**

List personnel classification roles, individuals associated with the roles (there may be more than one individual for any given role), and the responsibilities associated with each role. Inclusion of an organizational chart showing the identified personnel would be beneficial.

### **4.0 DISASTER RECOVERY PROCESS (OPERATIONAL RECOVERY PLAN)**

The disaster recovery planning process provides necessary preparation to design and document a sufficient set of procedures to assure continued operations in the event of a disaster. Disaster recovery planning will culminate with the documentation of results in the form of an Operational Recovery Plan (SAM Section 4843, Para. 4). The Operational Recovery Plan shall follow the topic outline provided below:

ADMINISTRATIVE INFORMATION—An introduction to the use of the plan, setting forth procedures for updating and distributing the plan, as well as describing the process for periodic testing of the plan.

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**RECOVERY STRATEGY**—A brief narrative of the system's strategy for managing the disaster situation, which may include the use of mutual aid agreements, vendor agreements, backup and recovery service agreements, or the re-allocation of facilities and/or resources.

**DAMAGE RECOGNITION**—This section details the emergency response actions necessary immediately following the disaster including: gaining immediate emergency assistance; notifying departmental staff that a serious loss or interruption in service has occurred; and establishing a focal point for coordinating the recovery program, disseminating information and assembling personnel.

**DAMAGE ASSESSMENT**—This section details the procedures and personnel necessary to assess the damage and determine the level of severity of the incident, including the decision support mechanism required to declare a disaster versus a less severe interruption in processing capability.

**MOBILIZATION OF PERSONNEL**—This section details staff and management responsibilities for mobilizing personnel. Included may be team or individual assignments of responsibility by area of expertise such as: (1) technical staff in the areas of systems software, telecommunications and computer operations; (2) user staff and management to assist in resolution of programmatic issues; (3) business services to support; and (4) personnel and communications staff to disseminate information regarding special work assignments, conditions or locations.

**RECOVERY PLAN IMPLEMENTATION**—This section systematically details the operational procedures that will allow recovery to be achieved in a timely and orderly way. Included would be the process for recovering the critical data-processing activities, including the process for suspending non-critical activities and any relocation to an interim (back-up) processing site.

**PRIMARY—SITE RESTORATION AND RELOCATION**—This section details procedures to be followed after the interim processing situation has stabilized. The intent is to provide a framework for restoring full processing capability at a permanent location. Many of the same procedures will be used as were included during the moving of applications and systems to an interim site as described in the Recovery Plan Implementation procedures.

**APPENDICES**—A variety of appendices may be attached to the plan. The plan sections described above should contain static procedures, while the appendices would contain operational information that would need continual updating. Some examples of content are: (1) emergency action notification information containing the names and phone numbers of the various management, staff and specialty team members; (2) damage assessment or disaster classification forms intended to function as a guide to supplement/support the management decision process; (3) profile of the critical application; (4) departmental hardware and system software inventory; and (5) any data communications network routing information necessary for providing interim processing capability and restoring full processing capacity.

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## **5.0 BACKUP AND RECOVERY PROCESS**

The system backup and recovery processes are inter-related to the operational recovery planning described in the previous section. To assist the reader, it is helpful to depict the backup and recovery process graphically by using flowcharting techniques.

The description of the backup and recovery process shall include:

- System administration policies
- User policies
- Assumptions and restrictions
- Backup procedures (media type, frequency, automation or robotics, error handling, security, log files, remote vs. local, logical vs. physical, etc.)
- Recovery procedures (on-demand procedures, user requests, and emergency response)
- Verification of procedures
- On-going support of backup and recovery processes (retention, expiration, purge process, media cleaning and restoration, etc.).

## **6.0 CONTINGENCY PLANNING**

Contingency planning is also described in the risk management plan and the security and audit plan. Describe the contingency planning that is related to disaster recovery as well as the backup and recovery planning. If contingency planning is a component of another project management process (like Risk Management), provide the appropriate reference.

## **APPENDICES A-X?**

Appendices are labeled alphabetically. Appendices may be used to contain referenced information or information which might otherwise have rendered the document less readable if placed in the main body. Appendices may also be used for information that needs to be bound separately for security reasons. The contractor should use as many appendices as is reasonable and makes sense for the deliverable.